

# PERMITTING SERVICES

**PROGRAM:**

Casework Management

**PROGRAM ELEMENT:**

Special Exception Inspections

**PROGRAM MISSION:**

To inspect all special exception uses according to the schedule<sup>a</sup> agreed to by the Department of Permitting Services and the Board of Appeals in order to ensure compliance with the conditions set by the Board of Appeals when the special exception was issued

**COMMUNITY OUTCOMES SUPPORTED:**

- Maintain the health, safety, morals, comfort, and welfare of citizens
- Preserve the residential character of neighborhoods

**PROGRAM MEASURES**

	FY03 ACTUAL	FY04 ACTUAL	FY05 ACTUAL	FY06 BUDGET	FY07 CE REC
<b>Outcomes/Results:</b>					
Percentage of special exceptions inspected that were found to be in compliance	30	38	<sup>f</sup> 15	45	50
Percentage of special exceptions inspected that were recommended to be abandoned <sup>b</sup>	15	22	<sup>f</sup> 14	30	25
Number of special exception violations corrected	35	7	<sup>f</sup> 24	25	25
<b>Service Quality:</b>					
Average number of days to resolve <sup>c</sup> a special exception complaint	5	6	15	15	5
Percentage of high impact uses inspected (goal = 100%) <sup>a</sup>	30	55	45	100	100
Percentage of moderate impact uses inspected (goal = 50%) <sup>a</sup>	25	31	31	50	50
Percentage of low impact uses inspected (goal = 33%) <sup>a</sup>	20	28	21	33	33
<b>Efficiency:</b>					
Average cost per special exception inspection (\$)	124	136	355	204	315
Average percentage of special inspection cost recovered from fees	71	81	32	60	41
Average number of special exception inspections per inspector	668	635	288	475	265
<b>Workload/Outputs:</b>					
Number of special exception complaints received	10	10	7	10	10
Number of special exception inspections completed	1,335	1,269	<sup>f</sup> 518	950	530
Fee charged per special exception inspection (\$) <sup>d</sup>	88	111	115	122	130
Number of special exceptions authorized					
High impact special exceptions	196	NA	150	500	250
Moderate impact special exceptions	163	NA	95	250	180
Low impact special exceptions	<u>130</u>	<u>NA</u>	<u>67</u>	<u>200</u>	<u>100</u>
TOTAL number of special exceptions authorized	489	840	312	950	530
<b>Inputs:</b>					
Expenditures (personnel costs only) (\$000)	166	173	184	194	167
Workyears	2.0	2.0	<sup>e</sup> 1.8	2.0	2.0

**Notes:**

<sup>a</sup>High impact uses are supposed to be inspected annually; moderate impact uses are to be inspected every two years; and low impact uses are to be inspected every three years.

<sup>b</sup>A special exception is deemed abandoned when the use for which the special exception was approved ceases for a period of six months. When this occurs, the special exception is revoked.

<sup>c</sup>"Resolve" means to determine that there is in fact a violation and to issue a notice to take corrective action.

<sup>d</sup>A 2.8% increase in the fee for Special Exceptions was approved for FY04 and FY05. A 6.4% increase was granted for FY06, and a 6.7% increase is expected in FY07.

<sup>e</sup>Staff transfers resulted in fewer work years.

<sup>f</sup>Fewer special exceptions were found to be in compliance, with the result that more time was required for re-inspections, meetings, and hearings and less time was available for conducting new inspections.

**EXPLANATION**

A special exception to the Zoning Ordinance is the authorization of a specific land use by the County Board of Appeals that would not usually be appropriate without some restriction. Such an exception requires a finding that certain conditions exist, that the use is consistent with the applicable master plan, and that it is compatible with the existing neighborhood. The Department of Permitting Services is required to perform regular inspections of these special exception uses. Special exceptions are classified into three categories depending on the impact that they have on the neighborhood. Those uses deemed to have a high impact are inspected annually, those of medium impact are inspected once every two years, and those with a low impact are inspected once every three years. These inspections are done automatically, according to a schedule. In addition, unscheduled inspections may be made in response to a complaint from a citizen. Each inspection results in a finding that the special exception is in compliance, in violation, or should be abandoned (revoked). If the special exception is found to be in violation and the violation is not corrected, the Department of Permitting Services will recommend to the Board of Appeals that the special exception be abandoned.

**PROGRAM PARTNERS IN SUPPORT OF OUTCOMES:** Montgomery County Board of Appeals.

**MAJOR RELATED PLANS AND GUIDELINES:** Montgomery County Zoning Ordinance, as amended.

# PERMITTING SERVICES

## PROGRAM:

Land Development

## PROGRAM ELEMENT:

Land Development Plan Approvals

## PROGRAM MISSION:

To provide timely and accurate plan approval services for new development and redevelopment by ensuring compliance with development and construction standards to protect land and water resources, meet public health standards, and provide a safe and efficient public roadway system

## COMMUNITY OUTCOMES SUPPORTED:

- Protection and enhancement of the environment
- Safe and maintainable roads
- Attractive communities
- Protection of public health in rural areas

## PROGRAM MEASURES

### Outcomes/Results:

### Service Quality:

Average time to complete plan reviews (weeks):

	FY03 ACTUAL	FY04 ACTUAL	FY05 ACTUAL	FY06 BUDGET	FY07 CE REC
Sediment Control	2.8	2.8	3.0	3.0	3.0
Stormwater Concepts	3.0	2.6	3.0	3.0	3.0
Floodplain Permits/Studies	4.0	4.0	4.0	4.0	4.0
Public Right of Way	3.0	3.0	3.0	3.0	3.0
Well and Septic Permits	2.0	1.5	2.0	1.5	1.5

### Efficiency:

Cost per plan approval (\$):

	FY03 ACTUAL	FY04 ACTUAL	FY05 ACTUAL	FY06 BUDGET	FY07 CE REC
Sediment Control	504	580	687	725	876
Stormwater Concepts	1,835	2,400	2,552	3,027	3,015
Floodplain Permits/Studies	1,579	2,078	2,417	2,320	2,479
Public Right of Way	423	565	495	703	649
Well and Septic Permits	517	708	1,079	832	898

### Workload/Outputs:

Number of plans approved:

	FY03 ACTUAL	FY04 ACTUAL	FY05 ACTUAL	FY06 BUDGET	FY07 CE REC
Sediment Control	977	906	953	950	950
Stormwater Concepts	216	218	268	220	220
Floodplain Permits/Studies	81	80	76	80	80
Public Right of Way	2,281	2,177	2,834	2,200	2,600
Well and Septic Permits	716	651	456	600	550
Total	4,271	4,032	4,587	4,050	4,400

### Inputs:

Expenditures (personnel costs only) (\$000)

	FY03 ACTUAL	FY04 ACTUAL	FY05 ACTUAL	FY06 BUDGET	FY07 CE REC
Sediment Control	492.1	525.9	654.7	688.5	831.9
Stormwater Concepts	396.4	523.3	683.9	665.9	663.3
Floodplain Permits/Studies	127.9	166.2	183.7	185.6	198.3
Public Right of Way	965.4	1,229.8	1,404.1	1,546.9	1,688.2
Well and Septic Permits	369.9	461.2	492.0	499.1	493.7
Total	2,351.7	2,906.4	3,418.4	3,586.0	3,875.4

Workyears:

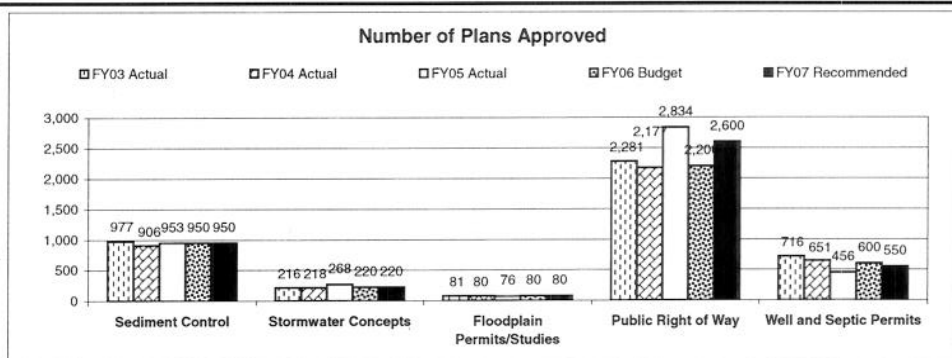
	FY03 ACTUAL	FY04 ACTUAL	FY05 ACTUAL	FY06 BUDGET	FY07 CE REC
Sediment Control	7.9	7.7	7.0	6.9	8.3
Stormwater Concepts	6.3	6.0	7.3	6.6	6.0
Floodplain Permits/Studies	1.8	1.8	1.8	1.6	1.7
Public Right of Way	14.5	13.5	14.2	14.8	15.5
Well and Septic Permits	5.2	5.2	4.7	4.5	4.8
Total	35.7	34.2	35.0	34.4	36.2

### Notes:

### EXPLANATION:

The numbers of Sediment Control plans, Floodplain Permits/Studies, and Stormwater Concepts approved are expected to remain stable in FY06 and FY07. Well and Septic Permits fluctuate with the amount of land that is subdivided in the outer areas of the County, which can vary from year to year.

With the increase in development activity in the Clarksburg area and the continual upgrade of the fiber optics network by Verizon, there has been a steady increase in the number of Public Right of Way permits issued. A total of 1,700 such permits were issued in the first seven months of FY06, and there appears to be no fall-off in Right of Way permit activity.



**PROGRAM PARTNERS IN SUPPORT OF OUTCOMES:** Department of Environmental Protection, Department of Public Works and Transportation, Department of Health and Human Services, Maryland-National Capital Park and Planning Commission, Washington Suburban Sanitary Commission.

**MAJOR RELATED PLANS AND GUIDELINES:** Department of Permitting Services Automation Strategic Plan, Department of Permitting Services Departmental Reorganization Initiative.

# PERMITTING SERVICES

## PROGRAM:

Land Development

## PROGRAM ELEMENT

Sediment Control Enforcement

## PROGRAM MISSION:

To provide sediment control inspections for development sites in Montgomery County to ensure compliance with State and local construction and environmental laws and regulations

## COMMUNITY OUTCOMES SUPPORTED:

- Protection of the environment and County streams
- Provision of safe and maintainable roads and storm drains
- Provision of attractive communities

## PROGRAM MEASURES

	FY03 ACTUAL	FY04 ACTUAL	FY05 ACTUAL	FY06 BUDGET	FY07 CE REC
<b>Outcomes/Results:</b>					
Number of notices of violation issued	844	1,211	1,091	1,030	978
Number of stop work orders issued	82	110	96	105	100
Amount of fines collected (\$000)	71	91	78	35	33
<b>Service Quality:</b>					
Average inspection frequency (weeks)	2.0	2.3	2.4	2.1	2.5
<b>Efficiency:</b>					
Average number of inspections per inspector	954	1,294	1,274	1,290	1,226
Average number of inspections per inspector per day	4.4	6.0	5.9	6.0	5.7
<b>Workload/Outputs:</b>					
Number of inspections performed	12,885	19,406	19,115	19,350	18,383
Number of sediment control permits issued	977	906	953	950	950
<b>Inputs:</b>					
Expenditures (inspection personnel costs only) (\$000)	763	992	1,117	1,204	1,088
Workyears (inspectors) <sup>a</sup>	13.5	15.0	15.0	15.0	15.0

## Notes:

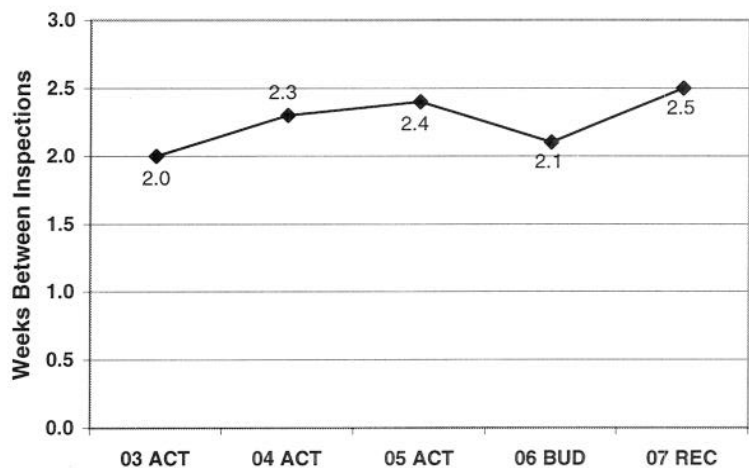
<sup>a</sup>As of mid-FY06, there are four vacancies in the unit and one inspector on extended leave. This will impact FY07 inspections and service quality in that there will have to be a training period when the vacancies are filled, and this will slow the inspections performed.

## EXPLANATION:

Maryland law requires that the County be responsible for inspection and enforcement of the erosion and sediment control program to "Ensure that every active site having a designed erosion and sediment control plan is inspected for compliance with the approved plan on the average of once every 2 weeks." Prior to FY02, the Department of Permitting Services was unable to meet the requirement for a two-week inspection frequency: on average, all sites were visited approximately every four weeks.

In FY04, the Department increased the number of sediment control inspectors in order to comply with the Maryland Department of the Environment's two-week inspection frequency requirement.

Average Inspection Frequency



**PROGRAM PARTNERS IN SUPPORT OF OUTCOMES:** Department of Environmental Protection, Department of Public Works and Transportation.

**MAJOR RELATED PLANS AND GUIDELINES:** Annotated Code of Maryland, Maryland Department of the Environment Sediment Control Triennial Review, Sediment Control Task Force Committee.